

## RESEARCH INTEREST

---

Human Computer Interaction, Computer Supported Cooperative Work, Social Computing

## EDUCATION

---

**University of Washington** Seattle, WA, USA  
Ph.D. in Human Centered Design and Engineering Sep 2023 - present  
Advisors: Prof. David McDonald and Prof. Mark Zachry

**Seoul National University** Seoul, South Korea  
M.S. in Intelligence and Information Sep 2019 - Feb 2022  
Advisor: Prof. Joongseek Lee  
GPA: 4.00 / 4.30

**Thesis:** *Study on Remote Studying Activity with Video Conferencing Tool to Feel the Presence of Others: Focusing on Revealing and Hiding Themselves through Videos*

**Ewha Womans University** Seoul, South Korea  
BA in International Studies (conc. in Business and Economics) Mar 2013 - Feb 2019  
BA in Advertising and Public Relations  
GPA: 3.98 / 4.30 (3rd/36); Major GPA: 4.01 / 4.30

## RESEARCH PROJECTS

---

**Utilizing Generative AI for Dispute Resolution between Wikipedians** Sep 2023 - present  
*Graduate Research Assistant, University of Washington*  
Conducting desk research on online community dispute resolution and AI moderator

**Designing a New Video Conferencing Interface for Virtual Studying** Jan 2022 - Apr 2022  
*Personal Project, UX Lab*  
Designed video conferencing interfaces and conducted a user study with 10 users [p.6]

**Understanding Co-Studying Activity on Video Conferencing Rooms** Jan 2021 - Jan 2022  
*Personal Project, UX Lab*  
Conducted 42 interviews, a survey with 107 users, and analysis of 464 video conference screens [c.1]

**Designing a Knowledge-Sharing Chatbot for Residents of a Co-Living Space** Jul 2020 - Jan 2021  
*Project Manager, UX Lab*  
Conducted eight interviews and a workshop with 15 users for chatbot design, and conducted a one-week case study with 19 users [p.3, p.5]

**Understanding Single Households' Use of Smart Speakers** Jul 2020 - Jan 2021  
*Project Manager, UX Lab*  
Conducted a six-week field study with 19 users, including an analysis of 2,491 utterance data [p.4]

**Investigating Information Needed for Awareness between Remote Workers** Mar 2020 - Jun 2020  
*Personal Project, UX Lab*  
Designed a pseudo-service and conducted a one-week case study with a group of eight users [p.2]

**Building a Smart Speaker Application for Classical Music Beginners** Sep 2019 - Jan 2020  
*Graduate Research Assistant, UX Lab*  
Assisted conversation design and collected VOCs during a 15-day case study with 25 users

**Investigating Auditory Cues for Separateness of AI Speaker Services** Oct 2019 - Nov 2019  
*Personal Project, UX Lab*  
Designed conversational agent prototypes and conducted a user study with 10 users [p.1]

## PUBLICATIONS

---

### CONFERENCE PAPERS

- [c.1] **Soobin Cho**, Joongseek Lee, and Bongwon Suh. 2023. “I Want to Reveal, but I Also Want to Hide” Understanding Virtual Study Room and Its Inherent Conflict of Revealing and Hiding Needs. In *Companion Publication of the 2023 Conference on Computer Supported Cooperative Work and Social Computing (CSCW '23)*. [paper]

### POSTERS AND EXTENDED ABSTRACTS

- [p.6] **Soobin Cho**, Bongwon Suh, and Joongseek Lee. 2022. “Hide Your Video, Show Your Action!” Investigating a New Video Conferencing Interface for Virtual Studying. In *Companion Publication of the 2022 Conference on Computer Supported Cooperative Work and Social Computing (CSCW '22)*. [paper]
- [p.5] Sang Ah Park, Yoon Young Lee, **Soobin Cho**, Minjoon Kim, and Joongseek Lee. 2021. “Knock Knock, Here Is an Answer from Next Door”: Designing a Knowledge Sharing Chatbot to Connect Residents: Community Chatbot Design Case Study. In *Companion Publication of the 2021 Conference on Computer Supported Cooperative Work and Social Computing (CSCW '21)*. [paper]
- [p.4] **Soobin Cho**, Yoon Young Lee, Sang Ah Park, and Joongseek Lee. 2021. “Can Smart Speaker Be the ‘SimSimi’ for Single Households?”: Study on the Use of Smart Speakers by Single Households. In *Proceedings of HCI Korea 2021 (HCIK 2021)*. [paper]
- [p.3] Sang Ah Park, **Soobin Cho**, Yoon Young Lee, and Joongseek Lee. 2021. ‘Naver Knowledge-iN’ in a Speaker: Designing a Voice-Based Knowledge Sharing Service. In *Proceedings of HCI Korea 2021 (HCIK 2021)*. [paper]
- [p.2] **Soobin Cho**, Bongwon Suh, and Joongseek Lee. 2020. Not Too Much, Nor Too Less: Investigating Which Information Should Be Shared for Awareness Between Remote Workers. In *Companion Publication of the 2020 Conference on Computer Supported Cooperative Work and Social Computing (CSCW '20)*. [paper]
- [p.1] **Soobin Cho** and Joongseek Lee. 2020. Study on Auditory Cues for Conversation Separateness in AI Speaker Multi-Turn Services. In *Proceedings of HCI Korea 2020 (HCIK 2020)*. [paper]

### WORK EXPERIENCE

---

#### **Soft Berry Inc.**

*UX Researcher, Product Team*

- Led all user researches from setting research objective to designing and conducting research
- Worked with product managers to set product visions, goals, and design principles
- Includes one workshop, four surveys, 70+interviews, and content analysis of 5600+posts

Seoul, South Korea

Mar 2022 - Aug 2023

#### **UX Lab, Seoul National University**

*Graduate Research Assistant*

- Managed two research projects as a project manager and conducted four personal research projects, overseeing and leading the entire process
- Includes one workshop, four field/case studies, and 80+interviews

Seoul, South Korea

Sep 2019 - Feb 2022

#### **Weber Shandwick Korea**

*Junior Associate, Consumer Marketing Team*

- Planned, conducted, and evaluated digital and print PR campaigns

Seoul, South Korea

Sep 2017 - Oct 2018

### TEACHING EXPERIENCE

---

#### **Creative Fusion Seminar**

*Teaching Assistant*

Assisted undergraduate students in conducting user research and designing prototype

Seoul National University

2020 Fall

#### **Information Technology Practice**

*Teaching Assistant*

Assisted undergraduate students in conducting user research and designing prototype

Seoul National University

2020 Spring

## HONORS AND SCHOLARSHIPS

---

|                                                  |                                                             |
|--------------------------------------------------|-------------------------------------------------------------|
| <b>Brain Korea 21 Four Scholarship</b>           | 2020 Fall, 2021 Spring                                      |
| <b>Brain Korea 21 Plus Scholarship</b>           | 2019 Fall, 2020 Spring                                      |
| <b>Ewha Womans University Honors Scholarship</b> | 2013 Fall, 2014 Fall, 2015 Fall, 2017 Spring                |
| <b>Ewha Womans University Dean's List</b>        | 2013 Spring, 2014 Spring, 2014 Fall, 2016 Fall, 2017 Spring |

## INVITED TALKS

---

|                                             |          |
|---------------------------------------------|----------|
| <b>HCI Korea 2020 Tutorial Presentation</b> | Aug 2020 |
| Making 'Cool' Voice Service                 |          |

## REVIEW SERVICE

---

CSCW 2023, CHI 2022 Late-Breaking Work

## RESEARCH SKILLS

---

Field study, case study, workshop, in-depth interview, survey, prototype building, prototype testing, content analysis, thematic analysis, statistical analysis, activity data analysis, data visualization, literature review